**NAUSHEER K. A**

Mobile: 0527572234

Email: nausheerka@gmail.com

Address: #202 Tasty supermarket building, Jamal Abdul nasar street
Sharjah

**OBJECTIVE**

A dynamic professional with 15 years of experience in the areas of Sales and Customer Service Management, making sure the Customer Satisfaction, Quality Compliance and Client target are met. Highly effective communicator and team player with proven ability to build long-term relationships with internal and external customers by establishing a high level of confidence, performance and trust.

**EMPLOYMENT HISTORY**

**Customer Service Executive Aug 2019 – Apr 2022**

 **MetLife**

* Closing Service desk emails and Dtc emails
* Handling Inbound Calls
* Retaining customers with downgrade option
* Maintain Average Handing time on calls
* Customer follow-ups and resolving queries
* Product Knowledge of various Policies and its Terms & Conditions being offered by each bank.
* MetLife products/prefix of policies and product knowledge and the procedures they follow for Cancellations, Refunds etc
* Product knowledge , procedures involved in cancellation, retention and methods of alternate payment with different sponsors.
* Resolving customer’s queries and providing assistance.
* Placing request for policy Certificate
* Policy status to ENBD team and sales team
* explaining customers the importance of Insurance
* Familiarization of OLAS – to Check Status of Policies, Payments and Details of customer etc.
* Daily Inbound form, Certificate requests, Password requests, Beneficiary details, Claims and Policy Link.
* Adhering to Quality feed back.
* Retention and downgrade procedures.
* Motivational activities in office
* Refreshing agent queue and assigning skill set
* Helping new joiners with call listening and study material

**Sales Executive**

**Authentic Solutions LLC | Dubai U.A.E. Oct 2018 – July 2019**

* Outdoor Sales of IT products and solutions.
* Building client database by meeting Interior Designers and Contractors in order to get business
* Coordinating with prospect clients to gather requirements, provide quotations, negotiate and seal contracts.
* Providing accurate, efficient and committed office work support to senior management and colleagues.
* Prequalifying Vendors and Negotiating with the vendors and suppliers to purchase project related items.

**Sales Representative**

**Rivoli Group of Companies | Dubai U.A.E. June 2014 – June 2018**

* Supervising daily, weekly and monthly stocks and performing accurate stock and stationery maintenance.
* Coordinating with management and other concerned staff for smooth work operations.
* Achieving monthly set targets. Persuading clients to buy products through cross and up selling**.**
* Communicating with management various teams of sales assistants.
* Supporting the boutique clients on products recommendations, products selling points and affording high level of customer service to make a sale.
* Resolving customer concerns and providing excellent service.
* Preparing accurate records, keeping daily sales and cash reports, up to date with sales & repair procedures conducting monthly audits, and informing Accounts Department with regards to sales & cash reports.
* Organizing stocks and transfer of stocks to different outlets on behalf of the clients as needed. Discussing with the warehouse team for the same to ensure prompt product delivery.
* Carrying out trainings for the newly joined employees due to vast knowledge on products and company policies and procedures. Upholding proper boutique hygiene and grooming.

**International Verification researcher**

**Aegis Limited | Bangalore, India May 2012 – May 2014**

* Verification conducted on Applicant Employment History and Educational Back Ground

**Immigration Data Compliance Executive**

**Emigra Immigration Services (India) Pvt Ltd. | Bangalore, India May 2011 – April 2012**

* Worked with Immigration Reporting Team, Data Compliance Team and the Auditing Team.
* Handled client’s needs as per business requirements.
* Internal Auditing of the case works making. Made sure all paper works for each client is processed on time and deadlines are strictly met especially with visa related documentations. Coordinated with other officers from various countries to speed up the process.

**Customer Service Representative**

**Firstsource Pvt. Ltd. │ Bangalore, India Jan 2007 – May 2011**

* Assisted ICICI Bank’s UK based customers with all their banking concerns and issues through the *I Bank UK* banking process.
* Helped customers in opening & closure of savings accounts, current accounts, fixed deposit, etc.
* Handling customers request in money transfers within UK from ICICI Bank to other banks and with remittances from UK to India.
* Changing of personal details on the bank account, cancelled cheques & stopped payments whenever needed.

**EDUCATIONAL BACKGROUND**

* S.S.L.C. from Austin town Flat Allotees Association (ATFAA) Bangalore Karnataka
* 12 standards from Vijaya Pre University College**.** Bangalore, Karnataka
* B.com – Undergraduate (Bangalore University)
* Diploma in Computer Applications

**LANGUAGE SKILLS**

English (Read, Write, Speak)

Hindi (Read, Write, Speak)

Malayalam (Speak)

Kannada (Speak)

Tamil (Speak)

**PERSONAL DETAILS**

**Date of birth:** 04/08/1987

**Sex:** Male

**Nationality:** Indian

**Marital status:** Married

**Visa status:** Residence

**Valid UAE driving License**

**Declaration:**

 I hereby certify that the above information is true and correct to the best of my knowledge.